

Ditch Drainage Service Requests Taking Longer Than 1 Month Public Works & Assets

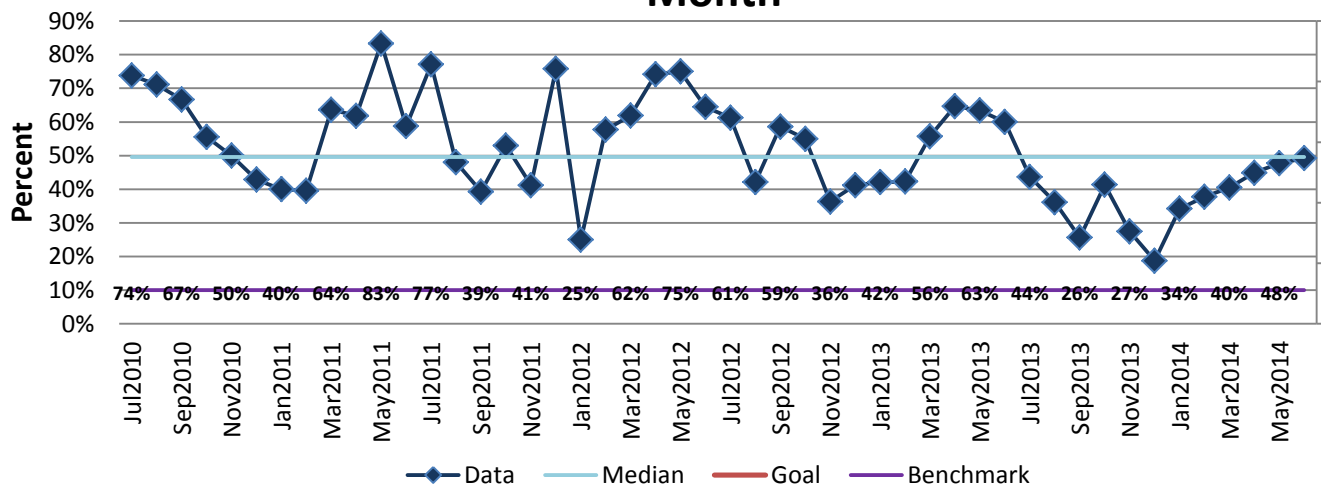


KPI Owner: Jeff Brown

Process: Drainage Process

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 37% (avg rate FY14) Goal: Reduce the rate of Metro drainage service requests taking longer than 1 month to 10% or less in FY15 Benchmark: 10%		Data Source: Hansen service requests Goal Source: Metro Strategic Objective 1 Benchmark Source: statistically acceptable	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: Percent of Metro ditch drainage service requests opened that were not resolved within one month Why Measure: To improve delivery of excellent city services Next Improvement Step: Work with MTS and MetroCall to automate and utilize drainage scripts		
How Are We Doing?					
Jul2013-Jun2014 12 Month Avg Goal	Jul2013-Jun2014 12 Month Average		Jun2014 Goal	Jun2014 Actual	
N/A	37%		N/A	49%	
Percent	Percent		Percent	Percent	

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Brainstormed Root Causes

Unclear Ownership and/or Responsibility

Lack of Hansen Knowledge and Skills

Lack of Detailed Information and a Formal Process